

2020 Customer Satisfaction Survey

LEISURE CENTRES AND POOLS



Between 9 and 31 March 2020 we once again asked the community what they thought of Central Coast Council's leisure centres and pools across the Coast and the results are now in!

What you told us

- Friendly staff and relaxed atmosphere
- Needs a bit of modernising and better ventilation and lighting

What's next?

- Council has allocated \$1.2million for capital improvements at Gosford Olympic Pool, Niagara Park Stadium, Peninsula Leisure Centre, Niagara Park and Toukley Aquatic Centre.

556
surveys received

90.6%
overall customer satisfaction

90.8%
overall facility satisfaction

Gosford Olympic Pool Results Breakdown

155
survey responses

90%
overall customer service satisfaction

85%
percent overall facility satisfaction

Best features

- 50metre outdoor pool
- Location
- Friendly staff and clean facility

For improvement

- Update facility
- General maintenance

Our response

- Council is currently planning to undertake Design and Concept in next financial year for upgrading Gosford Olympic Pool in the coming years

Lake Haven Recreation Centre Results Breakdown

42
survey responses

83%
overall customer service satisfaction

90%
percent overall facility satisfaction

Best features

- Active over 50's classes
- Staff
- Location

For improvement

- More variety and updated group fitness classes
- Sports competition operation

Our Response

- Council has just implemented a new group fitness program with new and exciting classes
- Sports competition umpires/referees will undergo more training

Niagara Park Stadium

Results Breakdown

16

survey responses

94%

overall customer
service satisfaction

94%

percent overall
facility satisfaction

Best features

- Courts

For improvement

- Air conditioning the whole facility
- Carparking improvements.

Our response

- Council recently installed fans to all courts and portable fans are available during busy events on hot days
- Next year council is planning to upgrade the entry to the facility including driveway and disabled access

Peninsula Leisure Centre

Results Breakdown

138

survey responses

80%

overall customer
service satisfaction

92%

percent overall
facility satisfaction

Best features

- Pools
- Clean and maintained facility

For improvement

- Update and clean change room and bathroom facilities
- Improved entry process

Our response

- Staff are undertaking cleaning of facilities including gym, changerooms, pool hall and sports courts
- Next year Council is planning to upgrade the point of sale system to improve our ability to do business with our customers

Toukley Aquatic Centre

Results Breakdown

132

survey responses

96%

overall customer
service satisfaction

95%

percent overall
facility satisfaction

Best features

- Location
- Staff
- Hydrotherapy pool

For improvement

- Update changeroom and bathroom facilities
- Install a water/kids play area in toddler pool

Our response

- Council is completing a refurbishment of the main changer rooms and will be installing new starting blocks to the 25m pool

Wyong Olympic Pool

Results Breakdown

30

survey responses

93%

overall customer
service satisfaction

90%

percent overall
facility satisfaction

Best features

- 50m pool
- Staff
- New ladies changerooms

For improvement

- All year-round use
- Possible enclosure of facility
- Additional shaded areas

Our response

- Council is identifying suitable site locations for a new leisure and aquatic centre in the northern region

Grant McBride Baths (at The Entrance)

Results Breakdown

17

survey responses

88%

overall customer
service satisfaction

94%

percent overall
facility satisfaction

Best features

- Outdoor facility with fresh ocean water

For improvement

- Additional shaded areas

Our response

- Council is installing a new shade sail at the grandstand and upgrading the pool and pumps
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